



UTSA[®]

The University of Texas at San Antonio[™]
Confidential Position Specification

Associate Vice President, Campus Services

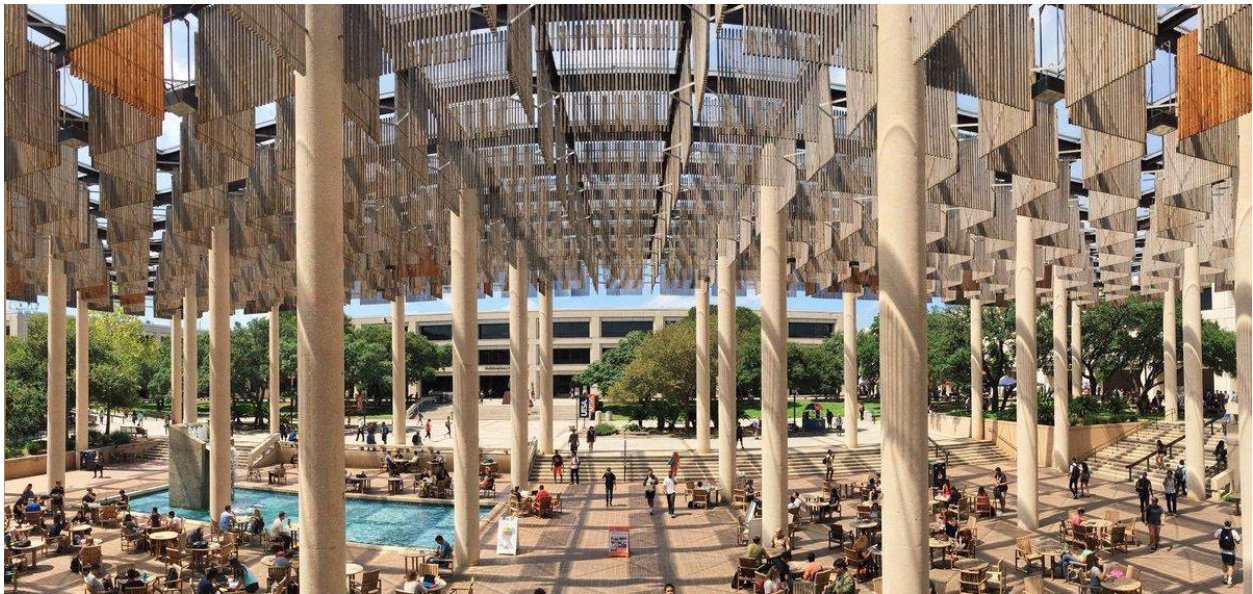
The University of Texas at San Antonio

2023



THE OPPORTUNITY

Position	Associate Vice President, Campus Services
Location	San Antonio, TX
Reporting Relationship	Mary Hernandez - Senior Associate Vice President, Administration & Operations
Website	https://www.utsa.edu/



The Associate Vice President of Campus Services provides strategic leadership and oversight to Campus Services units by developing and implementing innovative strategies to optimize revenue, ensure operational excellence, and deliver exceptional services to students, faculty, staff, and visitors. Responsible for Campus Services units including contract/partner management (dining, beverage, bookstore, vending, third-party apartment housing), parking, transportation, University-owned housing maintenance, business service center and customer relations.





SPECIALIZED KNOWLEDGE AND EXPERIENCE

1. Drive continuous improvement initiatives to enhance service quality, operational efficiency, and revenue generation. Foster a culture of innovation, accountability, and customer-centricity within the campus services units.
2. Oversee a team of ~125 employees, including approximately 70 full time employees, 25 part time employees and 30 student employees..
3. Provide strategic direction, guidance, and oversight to the Campus Services team. Foster a high-performance culture within the team, promoting collaboration, innovation, and professional development.
4. Cultivate and manage strategic partnerships with external vendors, ensuring mutually beneficial relationships and delivering value-added services. Develop RFPs and oversee competitive bidding processes in conjunction with University Purchasing Department. Negotiate contracts in conjunction with University Business Contracts Department. Collaborate with partners to optimize revenue, monitor performance, and optimize service levels.
 - a. Partner management with the outsourcing of the bookstore (Follet), dining (Aramark), etc.
 - b. Parking – includes garages and lots
 - c. Runner – UTSA’s transportation for students and for special events
 - d. UTSA Card – management of this card system
5. Develop and implement plans, strategies, and budgets, ensuring fiscal responsibility, revenue growth, and cost control. Conduct financial analyses, identify opportunities for revenue generation, and make data-driven decisions to enhance financial sustainability.
6. Foster strong relationships with students, faculty, staff, and campus community members to understand their needs, address concerns, and continuously improve service delivery. Collaborate with university leadership, committees, and student organizations to gather feedback and incorporate it into decision-making processes.
7. Ensure compliance with relevant regulations, codes, and policies related to campus services. Implement relevant risk management strategies to mitigate operational, safety, and legal risks associated with campus services.
8. Work with various University departments and divisions and provide them with guidance in all matters within the area of responsibility.
9. Develop and recommend plans, strategies, and budgets to increase the efficiency of services and ensure effective program growth.
10. Prepare various reports and documents and oversee departmental reporting requirements.
11. Demonstrate exceptional customer service practices across the service area.
12. Serve as part of the Administration and Operations leadership team.
13. Work closely in a campus team environment with campus senior leadership.
14. Represent Campus Services on various University committees.





15. Stay informed about relevant industry trends, best practices, and emerging technologies.
16. Perform other duties as assigned.

EDUCATION & CREDENTIALS

Education/Certifications

- Bachelor's degree from an accredited institution required
- Relevant professional or master's degree is preferred
- Certified Auxiliary Services Professional Designation (CASP) certification preferred

Experience

- Eight years of progressively responsible experience managing auxiliary services in higher education.
- Minimum of five years of experience in mid-to-high level administration with a record of leading sound fiscal operations and practices; executing strategic goals; leading teams and improving organizational efficiencies and effectiveness.
- Must have experience managing dining services contracts, parking, contracts, and RFPs.
- History in student affairs and experience in balancing need to optimize revenue but also provide the best service to the students, options, etc.
- Experience in handling a variety of complaints and grievances that may arise from housing and parking.

Knowledge Skills & Abilities

- Strong analytical, organizational, interpersonal, management and leadership skills.
- Documented history of ability to communicate clearly in written and oral format to a variety of audiences.
- Knowledge of personal computers, Microsoft Office suite, and standard office equipment.
- Must be a team builder who is highly motivated, self-starter and dedicated professional who has demonstrable commitment to service and support of the university's mission.
- Demonstrated skills in strategic and tactical budget and financial planning and policy development, problem solving, and risk management.
- Demonstrated ability to build and lead effective and diverse teams.

Core Competencies

- People Leader:
 - Decision Quality, Managerial Courage, Developing Direct Reports, Dealing with Ambiguity, Business Acumen, Strategic Agility





- Executive:
 - Directing Others, Interpersonal Savvy, Perspective, Business Acumen, Organizational Agility

Working Conditions

- Working Environment:
 - Office environment. Outdoor work may be necessary dependent on task.
 - Ability to travel to and from meetings, training sessions or other business-related events.
 - After-hours and weekend work may be required on an occasional basis.
- Physical Demands
 - Sedentary work; sitting most of the time. Jobs are sedentary, if walking and standing are required, only occasionally
 - Lifting and exerts up to 10 lbs. of force – occasionally
 - Repetitive hand motion – routinely
 - Typing / texting – frequently

UNIVERSITY OF TEXAS AT SAN ANTONIO



Situated in the nation's seventh largest city—which is growing faster than any other in the country—UTSA is uniquely positioned to serve society due to its deep integration in a region that reflects the demographic future of the United States. UTSA is an institution with great momentum and is committed to student success and research excellence. Its commitment to address the





grand challenges facing San Antonio has earned recognition from community leaders and industry professionals and continues to be reported by local, state, and national media. The Carnegie Foundation has selected UTSA to receive its R1 Classification and prestigious Community Engagement Classification, recognizing the university's commitment to be a great public research university and commitment to serve the local community.

UTSA is a growing community with intentions to expand to over 45,000 students by 2028. However, like the community UTSA calls home, this major public university maintains its personal touch. UTSA provides a wide variety of quality programs and services designed to support student success and enrich learning and living experiences. Faculty and staff are committed to helping students reach their educational, personal, and professional aspirations with one-on-one interaction and personal instruction.

The University, established in 1969, has organized its academic program in 8 colleges. The UTSA Graduate School collaborates with UTSA's academic colleges to offer more than 120 doctoral, master's and graduate certificate programs. For FY 2020, the University has established a roughly \$547.7 million budget. In Fall 2021, The University of Texas at San Antonio enrolled 34,734 students (29,466 undergraduate; 3,867 master's; 956 doctoral). Total research expenditures reached \$134 million. The University of Texas at San Antonio is ranked #26 in Best Universities for Social Mobility by U.S. News (2022).

The University of Texas at San Antonio was founded on the hopes and dreams of generations with the promise of social mobility and opportunity for San Antonio's culturally rich, predominantly Mexican American population. The university's foundational roots underpin their ongoing and ever-evolving institutional commitment to positioning Hispanic students, staff and faculty for growth, leadership, and success. In 1994, UTSA was designated by the U.S. Department of Education as a Hispanic Serving Institution (HSI). The designation broadly defines an HSI as an accredited, not-for-profit two- or four-year institution of higher education whose full-time undergraduate enrollment is at least 25 percent Hispanic. Institutions that receive the HSI designation are eligible to compete for funding under the Department of Education's Developing Hispanic-Serving Institutions program. In line with this history, and looking forward, part of the University's 10-year Strategic Plan includes an Equity Advocacy Initiative, which recognizes that a more intentional focus is needed to create truly inclusive learning environments where all UTSA students will thrive now and be well prepared for their bold future after college to serve as the next generation of leaders to advance San Antonio, the State of Texas, and the nation.

The University of Texas at San Antonio is a nationally recognized, public, urban serving university with core areas of expertise in cyber, including cybersecurity and computation and informatics; health, including brain health and bio-regeneration; social-economic transformation and fundamental futures. It is the largest university in the San Antonio metropolitan region, with more than 34,000 students, and the third largest of eight academic universities and five health institutions within The University of Texas System.

UTSA is rising to new heights as one of approximately 20 universities nationwide that are designated as Hispanic Serving Institutions and hold a prestigious Tier One classification for





research excellence. As an institution of learning and discovery, UTSA embraces multicultural traditions and its nearly 1,400 faculty members and more than 2,400 staff members are highly focused on student success and meeting the educational needs of first-generation, transfer, DACA, veteran and international students.

As part of UTSA President Taylor Eighmy's exciting vision to transform UTSA into San Antonio's university of the future, UTSA aspires to become a model for student success, a great public research university, and an exemplar for strategic growth and innovative excellence.

The university prides itself on its diverse student population. More than 60% of UTSA students are from underrepresented groups and nearly half (45%) will be the first in their families to earn a bachelor's degree. Additionally, transfer students comprise about 38% of UTSA's total undergraduate population and approximately 16% of the university's students are military affiliated. This includes active-duty military members, veterans, reserves/guard, and their spouses and dependents.

UTSA advances knowledge through research and discovery, teaching and learning, community engagement and public service. It serves as a center for intellectual and creative resources as well as a catalyst for socioeconomic development and the commercialization of intellectual property—for Texas, the nation, and the world.

The university delivers high quality academic programs, impactful research activity and community engagement at two primary locations:

- The 600-acre Main Campus is the hub of UTSA and home to students nearly every hour of the day and night. It includes the Carlos Alvarez College of Business, Margie and Bill Klesse College of Engineering and Integrated Design, Honors College, College of Liberal and Fine Arts, College of Sciences, University College and part of the College of Education and Human Development. It is also home to the Student Union, the Convocation Center, more than 350 student organizations, residence halls, two libraries and research laboratories and core facilities. The adjoining Park West Athletics Complex sits on 125 acres near the Main Campus and features a soccer stadium and a track and field complex.
- The Downtown Campus, located in the heart of San Antonio's business, social and cultural scenes, offers undergraduate and graduate degree programs in the College for Health, Community and Policy and College of Education and Human Development. Many of the university's community outreach programs and extended education offerings are located at this urban campus, which serves as a convenient location for community-wide events.

The UTSA Institute of Texan Cultures, located at the university's Hemisfair Campus, produces exhibits, cultural festivals, community events, teacher trainings and other programs examining and celebrating culture in Texas. As a Smithsonian Affiliate, the Institute hosts exclusive artifacts and educational programs from the Smithsonian Institution for the benefit of the people of Texas.

UTSA is ranked among the top five young universities in the United States, has been recognized as the No. 1 Hispanic Serving Institution in the nation by Bloomberg Businessweek for its graduate program in business and is home to the top cybersecurity program in the nation according to a





survey by Ponemon Institute. At the same time, UTSA is included in Hispanic Network Magazine's "Best of the Best" rankings of U.S. universities and is among an elite group of U.S. universities to hold the Carnegie Foundation's Community Engagement Classification.

LEADERSHIP



Appointed in 2017, Taylor Eighmy is the sixth president of The University of Texas at San Antonio. He is a strong advocate for urban serving, public higher education and is passionate about UTSA's role in developing San Antonio's knowledge economy. He brings a strong track record of advancing top research universities through strategic government collaborations, public-private partnerships, and community engagement. His experiences as an administrative leader, researcher, inventor, and engineering professor have influenced his perspective as a champion of student success, particularly regarding the impact of experiential learning and undergraduate research programs. His bold, 10-year vision is propelling a new era of growth for UTSA, making it an exciting time to be a roadrunner.

More information about the UTSA Senior Leadership Team can be found [HERE](#).

ABOUT SAN ANTONIO, TEXAS



San Antonio is the seventh largest city in the United States with a thriving economy based on new energy, bioscience/health care, aerospace/aviation, military, financial services, information technology and cybersecurity, and tourism. It is recognized worldwide as the home of The Alamo



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and the Riverwalk. The city is celebrating growth and a rich, forward-looking culture, and is a place of inclusiveness. In 2018, San Antonio celebrated the 300th anniversary of its founding by Spanish missionaries.

San Antonio provides an environment where professional satisfaction and career achievement are paired with optimal quality of life. It is a city that celebrates its rich heritage yet is progressive in embracing the future. With areas such as the beautiful Pearl and Southtown, revitalized and revamped for urban space, as well as their celebrated historical spaces. This is a city that fosters entrepreneurial growth, co-working spaces, and accelerators/incubators – environments that encourage building foundations for business, and a business-friendly economy. San Antonio residents benefit from no state income tax and access to scenic pathways across the city to museums and art galleries, history, culture, performing arts, theme parks, family fun, dining and nightlife, festivals and events, shopping, sports, and year-round outdoor lifestyle.

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The material presented in this position specification should be relied on for informational purposes only. This material has been copied, compiled, or quoted in part from UTSA documents and personal interviews and is believed to be reliable. Every effort has been made to ensure accuracy of this information.

